

2014

Patient Safety Organization Advances Patient Safety through Collaboration

Geri Schimmel

Baptist Health South Florida, geris@baptisthealth.net

Gina Vogt

Baptist Health South Florida, GinaVo@baptisthealth.net

Follow this and additional works at: <https://scholarlycommons.baptisthealth.net/se-all-publications>



Part of the [Nursing Commons](#)

Citation

Schimmel, Geri and Vogt, Gina, "Patient Safety Organization Advances Patient Safety through Collaboration" (2014). *All Publications*. 594.

<https://scholarlycommons.baptisthealth.net/se-all-publications/594>

This Conference Poster -- Open Access is brought to you for free and open access by Scholarly Commons @ Baptist Health South Florida. It has been accepted for inclusion in All Publications by an authorized administrator of Scholarly Commons @ Baptist Health South Florida. For more information, please contact Carrief@baptisthealth.net.

Presented by:
Geri Schimmel, RN, MS, LHRM, CPPS
Gina Vogt, RN, MS, CPPS



OVERVIEW

- Baptist Health South Florida (BHSF) established a component Patient Safety Organization (PSO) named Baptist Health Patient Safety Partnership (PSP) became certified January 13, 2010
- January 2013 the PSP was recertified
- BHSF consists of:
 - 6 hospitals
 - 40 outpatient/diagnostic centers
 - Baptist Health Medical Group
- Authorized by the Patient Safety and Quality Improvement Act (PSQIA) of 2005, PSOs create a secure environment where aggregate data across multiple healthcare providers is collected and analyzed to identify and reduce the risks associated with patient care.

Definition of Patient Safety Work Product (PSWP):

- Includes any data, reports, records, memoranda, analyses, or written or oral statements, which could improve patient safety, health care quality, or health care outcomes, that are assembled or developed by a provider for reporting to a PSO and are reported to a PSO.
- Also includes information that is documented as within a PSES that will be sent to a PSO and information developed by a PSO for the conduct of patient safety activities.

PSWP does not include:

- Patient's medical record
- Patient's billing statement
- Patient's discharge information
- Original patient or provider information
- Information that is collected, maintained, or developed and/or exists separately from a PSES.

Patient Safety Organization Advances Patient Safety through Collaboration

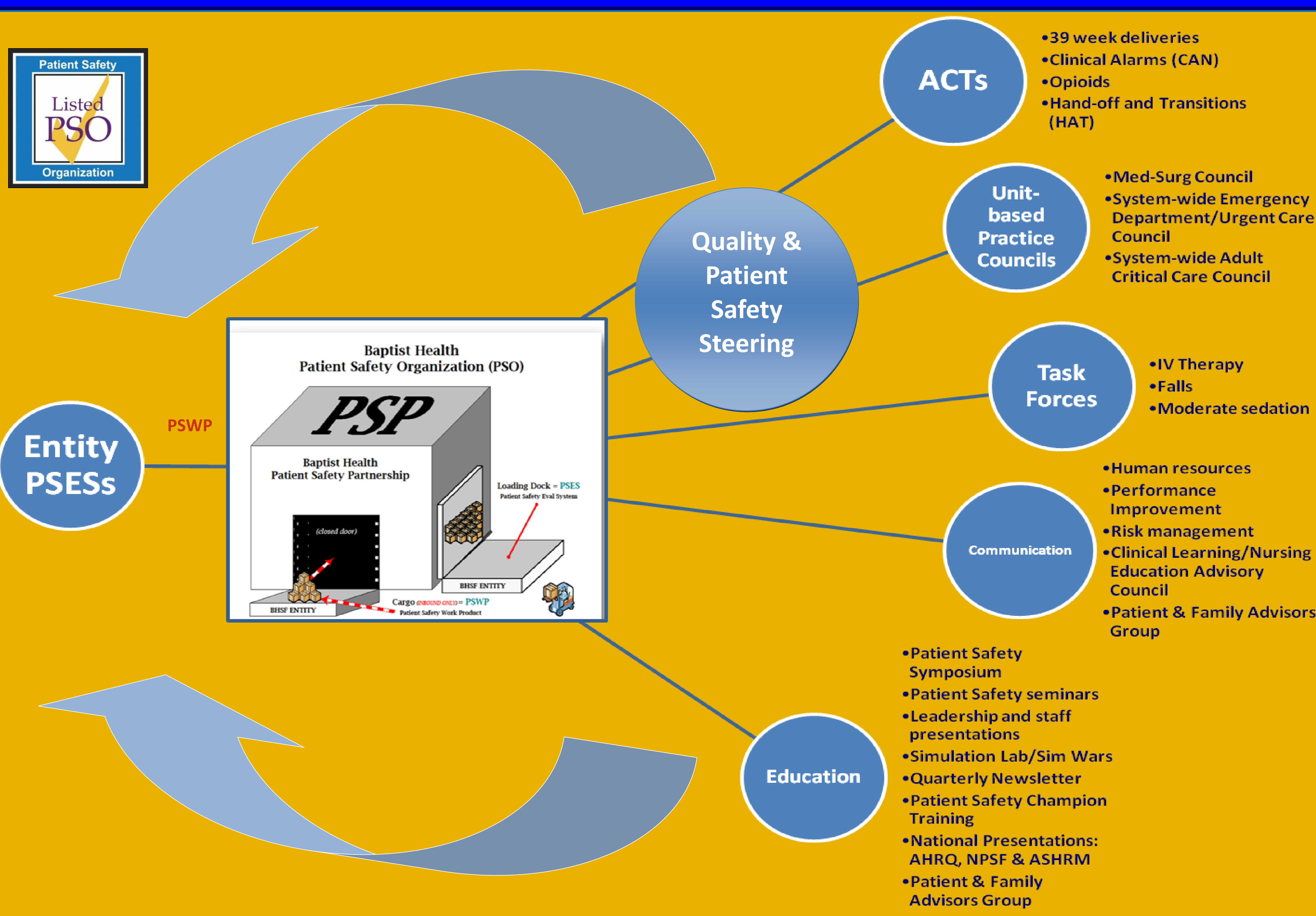
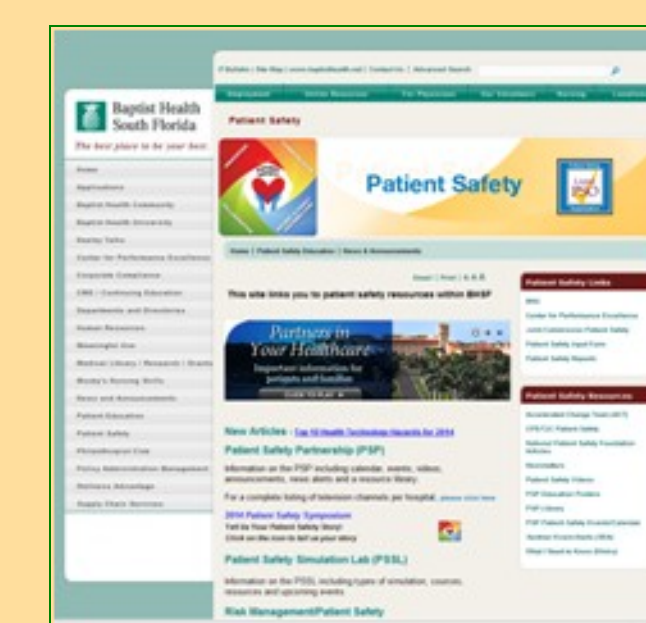
METHODS

The Patient Safety Partnership's function is to:

- Collect patient safety work product (PSWP) from patient safety evaluation systems (PSESs) and protect it within the PSP.
- By analyzing the data, the PSP identifies issues proactively.
- The PSP provides expert consultation to Accelerated Change Teams (ACT), Unit-based Practice Councils and Task Forces formed to address patient safety issues.
- These issues have included elective 39 week deliveries, clinical alarms (SEA #50), unintentionally retained foreign objects (SEA#51), etc.
- Results of the work being performed by these teams/groups ensure policy changes are based on evidenced based best practices and are harmonized across the health system.

The PSP enhances interprofessional communication/education in collaboration with other departments such as Human Resources, Performance Improvement, Risk Management and Clinical Learning, through the following activities:

- Provided over 40 presentations on Just Culture and Near Miss across BHSF.
- Quarterly Newsletters
- Patient Safety Alerts
- Patient Safety Intranet page.
- Patient Safety Seminar with 200 attendees including Patient and Family Advisors
- Assisted our Patient Safety Simulation Lab with their first annual SimWars.
- PSP Director, Geri Schimmel spoke at the AHRQ 5th annual PSO conference and ASHRM Annual National Conference and remains on ASHRM's Patient Safety Faculty.
- PSP Director has met with regulatory agencies (AHCA and CMS) to encourage collaboration with surveyors.



Baptist Health — FY 2013

Six hospitals (1,713 beds):

5,033 Private practice physicians
14,975 Employees
71,681 Inpatient admissions
10,977 Births
242,177 Urgent care center visits
313,116 Emergency room visits

RESULTS

- For the third year in a row, Baptist Health hospitals made the prestigious US News and world report list (Consumer Reports' Patient Experience Rating), earning:
 - Top-10 rankings in South Florida
 - Top 15% in the US
- HealthStream reported 88% of physicians in our market claim they would "definitely recommend" a Baptist Health Hospital.
- For the third report card in a row, Baptist Health is the only healthcare system in South Florida to have A's across the board on the Leapfrog National Patient Safety Scorecard.
- Baptist Health Hospitals outperform the national and state averages for compliance with best practices in surgical care.
- All five Baptist Health Hospitals netted out "in the bonus" in the government's Value-based Purchasing Program i.e., tops in offering quality medical care.

March 2014 PSP conducted the AHRQ Patient Safety Culture Survey

2014 AHRQ Hospital Survey Results

| AHRQ Patient Safety Culture Dimensions | Nat Avg | BHSF Positive Responses | 2014 %ile |
|--|---------|-------------------------|-----------|
| Teamwork Within Units | 80% | 86% | 75% |
| Supervisor/Manager Expectations & Actions Promoting Patient Safety | 75% | 82% | 75% |
| Management Support for Patient Safety | 72% | 83% | 75% |
| Organizational Learning—Continuous Improvement | 72% | 82% | 90% |
| Overall Perceptions of Patient Safety | 66% | 74% | 75% |
| Feedback & Communication About Error | 64% | 79% | 90% |
| Frequency of Events Reported | 63% | 78% | 90% |
| Communication Openness | 62% | 69% | 90% |
| Teamwork Across Units | 58% | 72% | 90% |
| Staffing | 56% | 57% | 50% |
| Handoffs & Transitions | 45% | 60% | 90% |
| Non-punitive Response to Error | 44% | 48% | 75% |

Privileged and confidential Patient Safety Work Product (PSWP -Federal PSQIA of 2005)

See more at:

<http://baptisthealth.net/baptist-health-news/best-hospital-rankings/#sthash.AKaV6BPb.dpuf>



Privileged and confidential Patient Safety Work Product (PSWP -Federal PSQIA of 2005)

